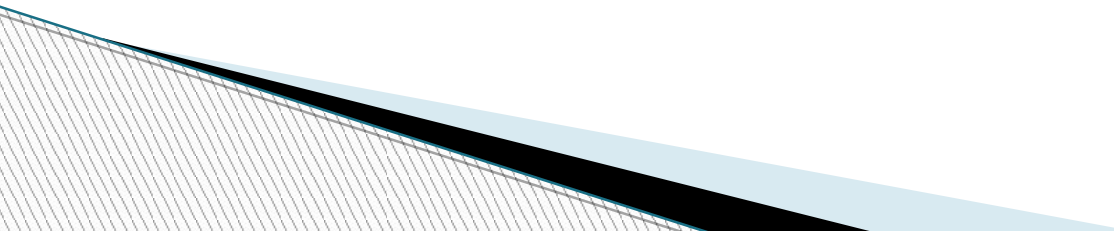


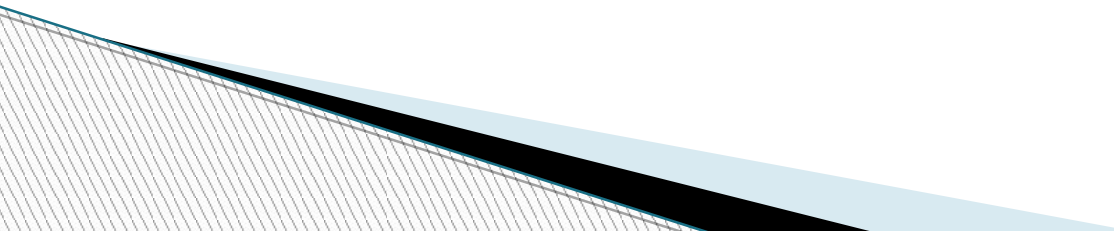
# Documentation



# Core Competencies

- ▶ Define the elements of a quality Case/Contact note
  - ▶ Understand the requirements for documentation to meet both COA and Procedure 300 standards
  - ▶ Understand the ramification of Falsifying Documentation
  - ▶ Differentiate between Collaterals and Contacts
  - ▶ Practical application of writing a contact note in SACWIS
- 

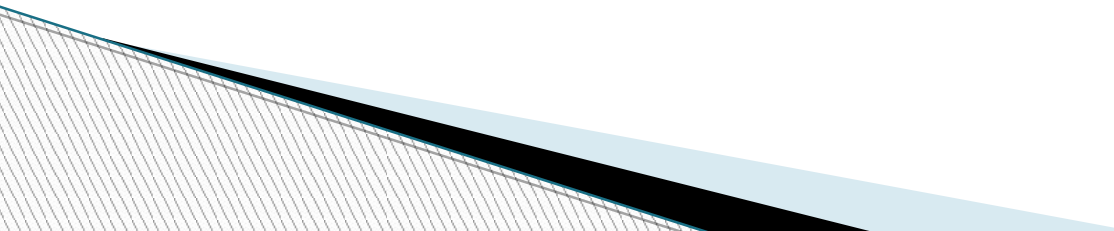
# Quality Documentation

- What does quality documentation mean to you?
  - Why is it important to the investigative process?
  - What are some of the ramifications of incomplete or poor documentation?
- 

# What am I Documenting?

## The Four Elements

Statements and Observations Relative to:

- ▶ Safety
  - ▶ Needs (Risk)
  - ▶ Strengths
  - ▶ Accurate Finding
- 

# Collaterals vs. Contact

Community Professionals  
that are interviewed in the  
course of the Investigation

- ▶ Law Enforcement
- ▶ Teachers
- ▶ Physicians
- ▶ Therapist
- ▶ Etc.,.

Non-Professional  
persons Identified by  
the family or others

- ▶ Neighbors
- ▶ Family Members
- ▶ Friends
- ▶ Witnesses
- ▶ Etc.,.

Collaterals

Contacts

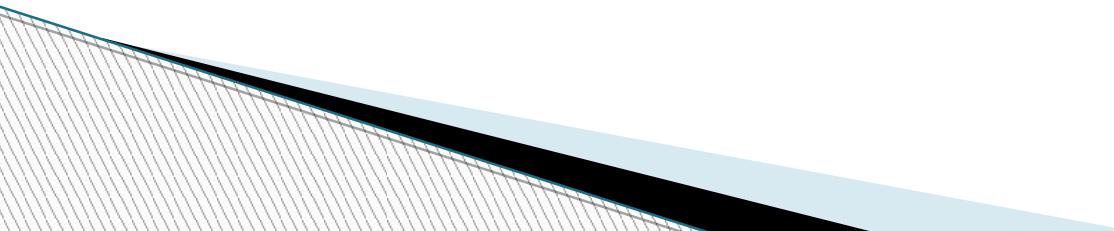
# Case Notes vs. Contact Notes

- ▶ Reflects a summary of information from various reports or records the CPSW might read and review
- ▶ Police Reports
- ▶ Medical Records
- ▶ School Records
- ▶ CANTS
- ▶ Reflects the type of contact made by the CPSW makes in the course of the investigation serves as a record of the information gathered
- ▶ In Person Contact
- ▶ Phone Contact
- ▶ Attempts to Contact

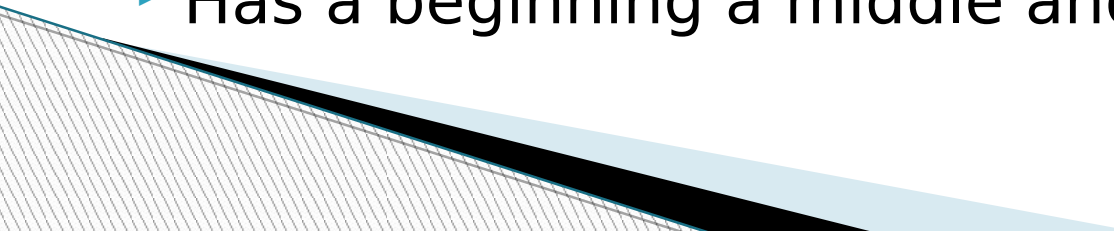
Case Note

Contact Notes

# Documenting a Good Faith Attempt

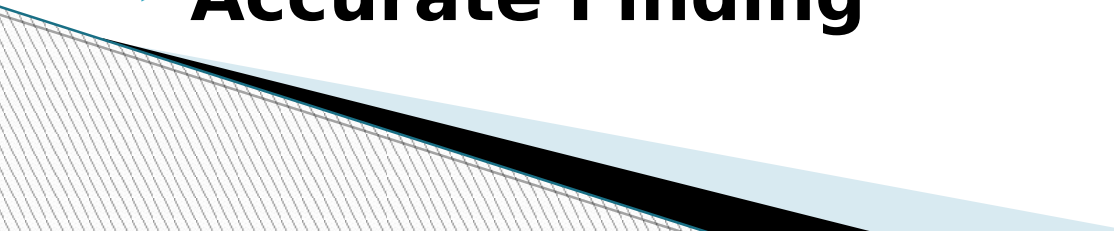
- Each Good Faith Attempt must be documented separately in a SACWIS Contact Note
  - Notes should contain a description of the location the attempt was made
- 

# Elements of a Quality Contact Note

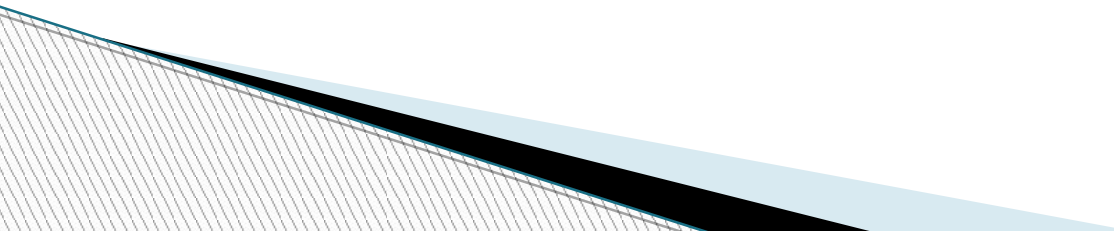
- ▶ Accurately reflects the dates, times and location of the contact
  - ▶ Accurately reflects the purpose of the contact
  - ▶ Accurately reflects the information that was received as a result of the contact
  - ▶ Relates to the 4 Elements
  - ▶ Has a beginning a middle and an end
- 



# Statements and Observation

- ▶ Information and Evidence are gathered by each interview and contact made.
  - ▶ We are seeking statements and observations that inform the *Four Elements*.
  - ▶ **Safety**
  - ▶ **Needs(risks)**
  - ▶ **Strength**
  - ▶ **Accurate Finding**
- 

# **Council on Accreditation and P.300**

- ▶ Notes are to be completed in SACWIS within 48 hours after the contact was made.
  - ▶ Notes shall be written in the 3<sup>rd</sup> person format.
  - ▶ Notes should an accurate reflection of the information gathered.
  - ▶ Use proper names and limit the use of pronouns.
- 

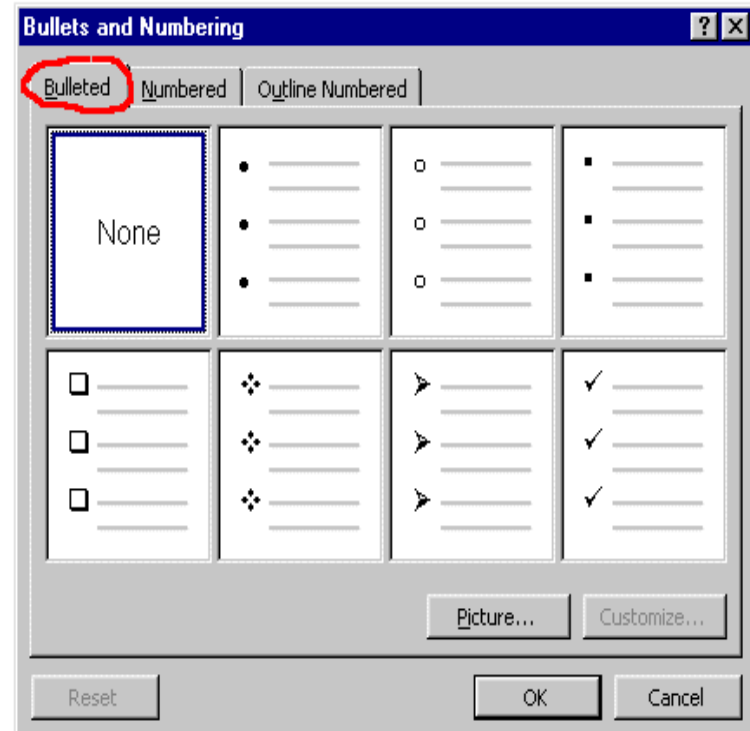
# Language of the Investigative Documentation

- ▶ Third Person
- ▶ Objective
- ▶ Concise
- ▶ Accurate

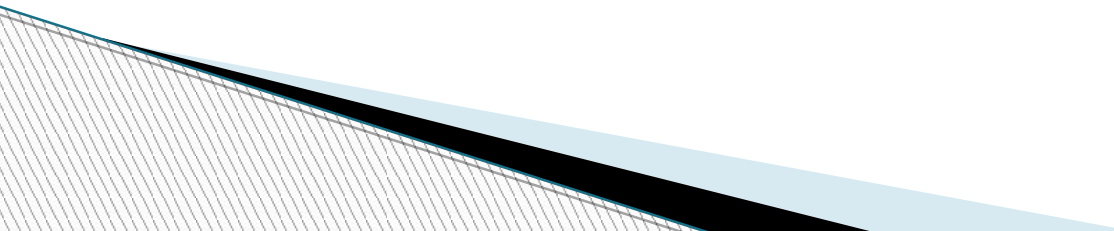


# Basic Style of Investigative Documentation

- ▶ Narrative
- ▶ Bullet Point
- ▶ Question & Answer (Quotes)



# **Falsification of Documentation**

- ▶ What are some of the ways the CPSW could falsify documentation?
  - ▶ Why does falsification occur?
  - ▶ What's the impact of falsification of documentation on children and families?
  - ▶ What's the impact on you professionally?
- 

**Don't do it!**

